



# Work Health & Safety Handbook

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## Work Health & Safety Statement

Alseasons Hospitality Staff is committed to the objectives of the Work Health and Safety (WHS) Act, and the associated Regulation and Codes of Practice to ensure all employees, visitors, work in a safe and healthy environment. Our responsibility includes:

- Exercising duty of care and due diligence
- Complying with relevant WHS legislation, Regulation, Codes of Practice and applicable Australian Standards;
- Consulting with relevant stakeholders regarding safety; WHS is a shared responsibility;
- Eliminating and controlling risks to health and safety by undertaking effective risk management;
- Enabling employees to work in safety by providing information, training, guidance, safe and healthy systems of work,
- Safe premises and equipment, and supervision; and monitoring and reviewing of hazard controls effectively.

Our primary objective is to prevent work related accidents, injuries and illness wherever Alseasons Hospitality Staff operates.

Alseasons Hospitality Staff Director has the primary duty of care for providing a safe and healthy working environment for employees. The Director ensures appropriate resources are available for effective health and safety management, and reviews WHS performance.

Alseasons Consultants and their clients are required to ensure that effective WHS policies and programs are implemented in their areas of control, and to provide support for their managers, supervisors, employee, in WHS matters. Alseasons Consultants and the clients supervisors are responsible for taking all reasonably practicable steps in identifying, eliminating, assessing, controlling and monitoring WHS hazards/risks and ensuring all areas and activities under their control do not pose an unreasonable risk to the safety, health and welfare of employees and visitors.

Alseasons Consultants, clients managers and their supervisors , are responsible for the health and safety of everyone working or partaking in any activity or entering an area under their control. They accept responsibility for identifying, eliminating/controlling risks, and ensuring that everyone involved in their activities is provided with the necessary instruction, training, resources, supervision, and applying any corrective action to ensure their health, safety and welfare.

Employees are also required to take responsibility for their own health and safety and the health and safety of others in the workplace by following Alseasons Hospitality Staff WHS policies and procedures. This includes reporting unsafe situations or behaviours immediately to the relevant manager supervisors and Alseasons Hospitality Staff.

The role of Alseasons Hospitality Staff Work Health and Safety (WHS) Committee is to facilitate participation, representation and consultation with Alseasons Hospitality Staff, management, employee , and other relevant stakeholders in identifying and implementing continuous improvement of Alseasons Hospitality Staff WH&S program.

Hirers, contractors, sub-contractors and self-employed persons are also required to comply with the requirements of WH&S Legislation and have in place a work health and safety policy and program, to consult with Alseasons Hospitality Staff about safety matters and comply with Alseasons Hospitality Staff WH&S policies. Contractors and Hirers are obliged to work safely and to include the safety of Alseasons Hospitality Staff, employee, and visitors in their safety plans. If you believe that a contractor may be engaging in an unsafe work practice, you are required to report this issue to your supervisor immediately. and Alseasons Hospitality Staff.

Audrey Wynn  
1st January 2016

## Work Health & Safety Policy

Alseasons Hospitality Staff is committed to the objectives of the Work Health and Safety (WHS) Act, and the associated Regulation and Codes of Practice to ensure all employees, work in a safe and healthy environment. Our responsibility includes:

Exercising duty of care and due diligence

- Complying with relevant WHS legislation, Regulation, Adhering to Codes of Practice and applicable Australian Standards;
- Consulting with relevant stakeholders regarding safety, WHS is a shared responsibility;
- Eliminating and minimising risks to health and safety by undertaking effective risk management;
- Enabling employees and to work in safety by providing information, training, guidance, safe and healthy systems of work, safe premises and equipment, and supervision; and monitoring and reviewing of hazard controls effectively.

Our primary objective is to prevent work related accidents, injuries and illness wherever Alseasons Hospitality Employee operates.

Alseasons Hospitality Staff, clients and their supervisors and managers have the primary duty of care for providing a safe and healthy working environment for employees. The Director, clients supervisors and managers ensures appropriate resources are available for effective health and safety management, and reviews WHS performance.

Alseasons Hospitality Staff, clients supervisors and managers are required to ensure that effective WHS policies and programs are implemented in their areas of control, and to provide support for their managers, supervisors, employee, in WHS matters. Alseasons Hospitality Staff, client supervisors and managers are responsible for taking all reasonably practicable steps in identifying, eliminating, assessing, controlling and monitoring WHS hazards/risks and ensuring all areas and activities under their control do not pose an unreasonable risk to the safety, health and welfare of employee.

Managers, are responsible for the health and safety of everyone working or partaking in any activity or entering an area under their control. They accept responsibility for identifying, eliminating/controlling risks, and ensuring that everyone involved in their activities is provided with the necessary instruction, training, resources, supervision, and applying any corrective action to ensure their health, safety and welfare.

Employees are also required to take responsibility for their own health and safety and the health and safety of others in the workplace by following Alseasons Hospitality Staff WHS policies and procedures. This includes reporting unsafe situations or behaviours immediately to the relevant supervisor or manager.

The role of Alseasons Hospitality Employee Work Health and Safety (WHS) Committee is to facilitate participation, representation and consultation with, Alseasons Hospitality Staff, client supervisors and managers, employee and other relevant stakeholders in identifying and implementing continuous improvement of Alseasons Hospitality Employee WH&S program.

## **Alseasons Hospitality Staff Work Health & Safety Program**

Everyone at Alseasons Hospitality Staff is required to comply with the Work Health and Safety (WHS) Program to ensure their own health and safety and the health and safety of others at the clients sites and other workplaces where Alseasons hospitality work activities occur.

Health and safety legislation places a duty of care on everyone to ensure that safety standards are maintained.

All employee and contractors who are involved in providing services and/or working at the client sites must ensure that, as far as is reasonably practicable, at all times their work activities and equipment are not likely to result in injury or illness to themselves or others. In particular Alseasons Hospitality Staff employees

Comply with WHS Legislation and Regulations

Work in a healthy and safe manner to prevent accidents and minimise risk of injury

Ensure they do not endanger any person through any act or omission at work

Obey all instructions, such as policies, procedures and training to protect their own personal health and safety and the health and safety of others, and adhere to standard work method procedures

- Encourage others to work in a healthy and safe manner
- Cooperate, promote and consult on work health, safety and environmental matters at Alseasons Hospitality Staff and whilst on client premises.
- Report all risks, hazards or potential hazards and incidents immediately and work to rectify any hazards
- Ensure that they are not, by the consumption of alcohol or any other drug, in such a state as to endanger their own safety at the Institute/workplace or the safety of any other person in the Institute/workplace environment
- Cooperate with Alseasons Hospitality Staff Management and other investigating authorities in the event of an incident.

## **Legislation**

### **WORK HEALTH AND SAFETY (WHS) ACT AND REGULATIONS**

The NSW Work Health and Safety (WHS) Act, regulated in NSW by WorkCover NSW ([www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)), aims to secure the health, safety and welfare of Employees, (Workers), Employers ("PCBUs" – Persons Conducting a Business or Undertaking), workers, employee contractors, volunteers and visitors at every place of work in Australia. Alseasons Hospitality Staff has the primary duty of care for its activities.

The Act describes the general duties of PCBUs, workers, and controllers of work premises, designers, manufacturers and suppliers of plant, substances or structures.

The Act also includes specific duties for:

#### **Persons Conducting a Business or Undertaking - PCBU**

- A PCBU to take reasonable care for the health and safety of people at their place of work
- A PCBU to consult with workers to enable them to contribute to making decisions affecting their health, safety and welfare at work
- A person who has control of premises used by people as a place of work must ensure that the premises are safe and without risk to health
- A person not to interfere with or misuse things provided for health, safety and welfare
- Workers while at work must take reasonable care for their own health and safety, and the health and safety of people who are at the worker's place of work and who may be affected by the worker's act or omissions at work.

A complete copy of the Work Health and Safety Act 2011 and the Regulation, as well as further and current information on WHS workplace policies and risk management can be viewed in hard copy at Alseasons Hospitality Staff

## **Who is the Worker?**

A worker is someone who carries out work for a PCBU. The definition of a worker includes labour hire employees, volunteers, apprentices, subcontractors and contractors.

The WHS legislation requires all organisations to:

- Protect the health and safety of all risks and
- Conduct risk management to identify hazards and eliminate or minimise them as far as is practical and to implement appropriate control measures
- Consult with all involved in the Institute/workplace.

In order to implement the general provisions of Alseasons WHS program, a series of activities and procedures have been established relating to work health and safety including:

- Communication and consultation with employee and other stakeholders including Alseasons Hospitality Employee WHS Committee
- Workplace inspections, risk assessments and evaluations at the clients site and venues
- Reporting and recording of incidents, hazards, injury, illnesses and near misses
- Equipment, services and facilities compliant with relevant WHS standards
- Managing changes to the workplace.
- Work design, workplace design and standard work methods and procedures
- Fire and workshop safety
- Security measures
- First Aid training
- Emergency evacuation procedures and drills
- Critical Incident management
- Designated safety support via the Operations Department
- Insurance policies and procedures
- Health promotion services

## **WHS Regulation**

WHS Regulations provide a single consolidated regulation relating to work health, safety and welfare. Compliance with the WHS Regulations is mandatory for all employees.

## **Codes of Practice**

WorkCover and Safe Work Australia Codes of Practice and Guides provide the minimum acceptable safe work standards but do not exclude other better ways of achieving a safe workplace.

As part of the national harmonisation of WHS laws, national Codes of Practice are being standardised Australia-wide by Safe Work Australia. Numerous other codes will be progressively developed over time once the harmonised laws are implemented.

## **National Harmonisation of WHS Legislation**

Australia is progressing through a process to harmonise WHS legislation, regulation and Codes of Practice nationally to improve safety for workers and to reduce the cost of compliance and regulatory burdens.

WorkCover NSW is the Regulator for the NSW Work Health and Safety Act within NSW. More information is available from Safe Work Australia. Go to:

[www.safeworkaustralia.gov.au/sites/SWA](http://www.safeworkaustralia.gov.au/sites/SWA)

## **Participation Communication & Consultation**

Alseasons Hospitality Staff shall comply with the Code of Practice for WHS Consultation. Notwithstanding Alseasons duty to consult about WHS matters, the success of Alseasons Hospitality WHS Program depends on effective communication, representation of workers and workgroups, consultation and promotion of WHS. Communication about WHS matters must be timely, clear, and concise and directed to the appropriate employee member or relevant stakeholders, especially in the event of an incident and the identification of hazards. Effective communication and consultation will reduce the risk of injury or illness. Refer to the National Code of Practice Work Health and Safety Consultation, Co-operation and Co-ordination published by Safe Work Australia.

## **Work Health & Safety Committee**

The WHS Committee facilitates consultation between Alseasons Hospitality Staff clients and their supervisors management, employee and other relevant stakeholders that may apply, and assists in driving continuous improvement of WHS at Alseasons Hospitality Employee . The Committee:

- Reviews the measures taken to ensure health and safety and welfare of persons at Alseasons Hospitality Staff
- Helps to implement the WHS Policy and Program
- Bring to management's attention any unsafe situation
- Considers suggestions provided by employee and contractors concerning improvements for a safe workplace
- Obtains information and consults with management about proposed changes that may affect health and safety
- Encourages active participation in WHS by all employees Assist to investigate and resolve any health and safety problems, if possible. If the Committee cannot resolve a problem after consulting management, it may seek advice from the WorkCover Authority of New South Wales.

The WHS Committee does not manage, control or enforce WHS, or relieve other persons of their WHS responsibilities and accountabilities.

## **Delegates, Observers, Health & Safety Representatives (HSRs)**

Nominated delegates may represent a Committee member who is unable to attend a meeting. Observers and HSRs are welcome.

Workers and HSRs may directly face hazards associated with work and have valuable knowledge to assist in how to improve health and safety. Workers can decide if they would like to have an HSR represent their workgroup. If workers have requested HSRs, then WHS consultation is to be taken via the HSRs. Alseasons Hospitality Staff is always prepared to enter into negotiation for the formation of workgroups and the election of HSRs.

## **Frequency of Meetings**

The Act requires that the frequency of Committee meetings is not less than four times a year.

## **Minutes**

Records of Committee meetings are kept and can be viewed at Alseasons Hospitality Staff office.

## **Consultative Process**

Alseasons Hospitality Staff is committed to consulting with employees and other relevant stakeholders regarding decisions that will affect their health, safety and welfare. Should an employee have feedback or a complaint of any nature, Alseasons Hospitality Staff consultative process should be followed:

Step 1: Speak to your an Alseasons Hospitality Staff consultant.

Step 2: If unsolved, speak to the Alseasons Hospitality Staff Director.

These steps are designed to ensure that there is a responsive and efficient line of communication about health and safety issues, risks, hazards and complaints.



## Records

Heads of Department/managers shall identify WHS-related records and collect and retain them to meet statutory and liability requirements, and in a manner which protects the records' respective confidentiality for a minimum of seven years. Department Heads shall retain the following records:

- Workplace inspections
- Risk assessments
- WHS-related training and induction records including personal protective equipment (PPE)
- Safe work method statements
- Minutes of meetings discussing WHS matters.

## Workcover, Safe Work Australia & Industry Guidelines

### Workcover & Safe Work Australia

- Help prevent workplace accidents and illness
- Provide Workers Compensation and Rehabilitation to workers
- Help improve WHS standards through education
- Provide information and advice about WHS and Workers Compensation
- Investigate and prosecute serious incidents
- Call 13 10 50, or go to [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)
- Or go to [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au)

### Information on Health & Safety

Alseasons Hospitality Staff is obliged to obtain information on health and safety. Employee are not expected to be experts in all things safety but are expected to seek advice and information.

Information on safety, risk and safe work methods is available, where applicable, from:

- Alseasons Hospitality Staff Consultants and the Human Resources Department
- Director, or Operations
- WHS Committee Member or workgroup representative
- WorkCover Assistance Service (13 10 50) or go to [www.workcover.com.au](http://www.workcover.com.au)
- WHS Manual
- Safe Work Method Statements
- Industry Association Guidelines
- Australian Standards
- Manufacturers or Distributors of the equipment substances you use
- Safe Work Australia. Go to [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au)

## Risk Management

Alseasons Hospitality Staff is committed to developing and maintaining a high standard of risk awareness and risk management for employees contractors and visitors.

Risk Management is a three step process:

1. Identifying the hazards (looking for anything that could cause harm)
2. Assessing the risks (the harm that a hazard could cause)
3. Removing the hazards or controlling the risks to minimise harm.

- Hazards and risk are identified and eliminated/ minimised through consultation, inspections of the workplace, pre- production and event risk profiles, risk assessments, the use and review of safe work methods, and the training process

- All employee and students have access to workplace hazard inspections reports, risk assessments and safe work methods via their HOD/manager
- Alseasons Hospitality Staff shall comply with WorkCover's Code of Practice– Risk Assessment, and WorkCover's Hazpak risk assessment system.

## **Hazard Identification**

Alseasons Hospitality Staff, their client supervisors and all workers, are all responsible for identifying hazards.

Hazards may arise from:

- The work environment
- The use of equipment and substances
- Poor work design
- Poor systems and procedures
- Human behaviour

## **Hazards can be identified through:**

- Direct and indirect reports from any source
- Incident or complaint reports
- Workplace hazard inspections
- Risk assessments including monitoring and review
- Department meetings
- Student Production Risk Profile
- Hire Production Risk Profile
- Consulting with suppliers and contractors
- Production Fire Risk Assessment
- Industry references or sources
- WorkCover reference resources
- NIDA's library of WHS resources.

## **Workplace Inspections**

Alseasons Hospitality Staff representatives must be given access to their employees worksite for the purpose of conducting a site WH&S inspection. Before during or after a shift if an employee considers there to be a breach of procedures. Alseasons Hospitality Staff have the right to remove any worker from the site if they believe the employee or other persons may be in any danger or a risk to a hazard. Regular workplace inspections help improve safety by identifying hazards. Workplace inspections must be conducted by the relevant Head of Department or Manager:

- At a minimum of 12 monthly intervals
- When there is a significant change in workplace layout, equipment or substances used, or processes
- Prior to and periodically during student productions
- At the request of a employee member, student or WHS Committee Member
- Prior to or more frequently for potentially high-risk activities
- For a specific task or production or activity in consultation with employees or other relevant stakeholders
- For compliance with the requirements of equipment or substance manufacturers or suppliers, or applicable legislation/standards.

Steps:

1. Walk through the workplace and look for potential hazards. Refer to clients Workplace Inspection forms.
2. Talk over risk factors with other employee
3. Check through incident records to help pinpoint recurring problems.
4. Ask your supervisor for advice and information
5. Refer to clients safe work methods and WHS Handbook.
6. Refer to industry sources of safety information.

It is the responsibility of the supervisor to ensure risk assessments are prepared, communicated, actioned, and monitored.

Alseasons Hospitality Staff hazard and risk identification process endeavours to consider all work practices undertaken in the working environment for every phase of each production, exercise, activity or event, or work.

The working environment encompasses all areas and activities related to employees while at the clients sites and venues.

## **Approvals, Certification, Authorities & Standards**

All work, equipment, productions, events, and the physical premises itself shall comply with the requirements of the relevant Statutory Authority having jurisdiction over the work. This includes statutory approvals, licenses, tests, certification or competency requirements, legislation, Australian Standards, the Building Code of Australia, Environmental laws, WorkCover/Safe Work Australia Codes of Practice, and Alseasons Hospitality Staff WHS Policies.

## **Safe Work Methods**

Safe work methods should apply to all hazardous tasks and must meet or exceed WorkCover requirements. Your supervisor is obliged to consult with you, supervise you and to provide training in appropriate safe work practices.

Apply the following General Safety Rules in this Handbook, and the separate Safe Work Methods (SWMs) for each area of the site or venue.

Also refer to WorkCover and Safe Work Australia publications, manufacturer or supplier guidelines, and industry specific safety guidelines.

Individual tasks, activities or productions may require a cross- section of several of these Rules, Alseasons Hospitality Staff or recognised industry SWMs and or unique hazard controls for safe work.

In the absence of a safe work method applying to your circumstances, consult with all relevant stakeholders, conduct a risk assessment, and apply the hierarchy of hazard controls, especially where there are new, unusual, unique or unfamiliar circumstances.

In all case, the more stringent safety controls apply.

## **General Safety Rules - if in doubt ,ASK**

### ***RIGHT TO REFUSE TO CARRY OUT UNSAFE WORK***

If asked to perform a task that is not within your ability or is unsafe you have the right to decline.

### **1. Know the safety behavioural standards of the clients site and venues**

- Report all hazards, incidents, near misses, injuries and/or other emergencies, or security concerns immediately to your supervisor and Alseasons Hospitality Staff.
- Unsafe behaviour is unacceptable.
- Do not do anything to endanger yourself or others.
- Carry out work safely in accordance with training, instruction and regulations.
- Enter and exit the clients sites and venues only from the designated entrances.
- Only go where you are authorised to go by the client supervisor
- Be alert for possible safety hazards, particularly in a changing environment such as kitchen production areas, outside and off site catering.
- Do not interfere with or misuse things provided for safety or emergencies.
- No bullying or harassment of any kind is permitted.
- Smoking is not permitted.
- Alcohol and drug use which impairs health or safety is not permitted. Illegal drug use will be reported to the Police.

- Do not enter plant areas, such as electrical rooms engine rooms,
- Do not permit entry of and report unauthorised persons
- Do not bring any chemical or equipment onto clients site or venue
- Do not climb any structure or enter gardens or building plant/services areas unless authorised by the clients supervisor
- Take special care when using ramps, stairs, lifts or using/crossing uneven surfaces.
- No skylarking.
- Observe all warning signs and safety and emergency instructions from the clients supervisor

## **2. Know the safety aspects of your activities**

Safe Work Method Statements (SWMS) apply to all hazardous tasks. Follow all safe work method statements – if in doubt ask!

- Ensure you have read and understood safety induction and information.
- Only use tools, plant and equipment that are correct for the task and that you are trained, authorised and competent to use.
- No food or drink (water excepted) is permitted in the work area without the clients' supervisors approval
- Lighting levels must be adequate for the task or activity.
- Keep well clear of traffic, mobile plant, and people using tools or equipment,
- Do not use faulty, broken or malfunctioning equipment.
- Keep your work areas and activities tidy and emergency and pedestrian areas clear of slip, trip and fall hazards including rubbish/liquids, leads/hoses, equipment or obstructions.
- Use tools and equipment only for the purposes for which these items were designed.
- Do not operate machines with missing guards that are intended to prevent accidental contact with moving, internal, heated, pressurised, pinch/nip points or live electrical parts.
- Know how to operate stop/start and emergency controls on plant and equipment, and know where power can be turned off in an emergency.
- Machines, plant or blade, power or other tools must not be used if operators are tired or affected by either drugs or alcohol.
- Do not use pressurised gases, steam or compressed air
- Read the Material Safety Data Sheet before using any chemical. Only use the chemicals and other substances for which you are trained, authorised and competent to use.
- All equipment must be correctly used and maintained to the manufacturer's specification and guidelines. Plant and equipment must only be operated or repaired by competent persons. If an item of plant or equipment appears to be modified, have missing parts or is damaged, report it immediately to your clients supervisor
- Use, transport, store and dispose of plant, equipment, hazardous substances/chemicals and waste in accordance with relevant legislation and regulations.
- Use safety barricades and safety signs to keep people, especially children, away from hazards.
- When working overhead, ensure no one is below or could enter the work area.
- Secure loose items and tools when working
- Do not use electrical items in damp or wet areas.
- Electrical items in hostile environments (e.g. workshops) must be electrically tested and tagged by a competent person.
- Avoid exposure to excessive vibration or noise levels.
- Noise levels must comply with WorkCover workplace noise exposure guidelines.
- Hot surfaces and liquids may cause burns. Wear the correct PPE and keep clear.
- Confined space work is not permitted
- Keep clear of dust, vapours, gasses and fumes.
- Ensure your work area is well ventilated and wear the correct Personal Protection Equipment (PPE).

## **3. Carry out your activities in a safe way**

- Wear appropriate PPE according to the tasks including when conducting hazardous activities, including machines/tools, hazardous material, or working near moving plant.
- Do not attempt to move or lift large, heavy or bulky items without assessing the manual handling requirements first. Use mechanical aids where possible. Split loads into small, manageable sizes. Get help if required.

- Remove lanyards and jewellery and restrain loose clothing before operating equipment.
- Hair shoulder length or longer must be tied back when operating tools, plant and equipment.
- Do not use personal music devices (E.g. iPods) that may block warnings or alert tones/announcements.
- Cleanliness & hygiene is essential. Wash your hands before and after eating, handling food.
- Take regular breaks from repetitive tasks including vocal and movement activities.

#### **4. Fire safety**

- Know how to raise the alarm or obtain emergency/ medical assistance.
- Know the location of fire exits and appliances, fire blankets, first aid kits, emergency 'panic' light controls in your work area and the nearest phone.
- Evacuate or move to a safe place if in danger, when directed, or in response to an emergency alarm..
- No smoke or fire system isolation without authorisation by the clients Chief Warden.
- Follow safety procedures associated with the use of naked flame, pyrotechnics and other special effects
- Ensure First Aid is provided promptly.

#### **5. Existing illness or disabilities**

Make sure Alseasons Hospitality Staff is aware of any disability or any illness other factor that may affect your capacity to perform your role safely.

#### **6. Working in Schools**

No contact must be made with children unless it is part of your duty and you are supervised by the clients supervisor or manager

Strictly observe the clients workplace policies in respect of children in the workplace. Do not expose children to hazards.

Ensure work safety barricades are child-proof

#### **Alcohol, Gambling, illegal, illicit or prescription drugs**

Alcohol consumption, illegal, illicit or prescription drug use is not permitted in any circumstances where safety may be affected (unfit for duty). Do not bring alcohol onto the premises. Illegal drug use is prohibited and will be reported to the Police.

Gambling, placing bets, electronic gaming. Any form of gambling or gaming is not permitted during or at the end of your shift. This includes gaming on behalf of others.

Failure to comply with the above may result in termination of your employment and removal of the premises.

#### **Before Leaving for Work**

Employee must check before leaving for work that they have all the details required to get to and report to the job Fifteen (15) minutes prior to the start time for the client employee induction.

Employee must make sure that they have the correct uniform to perform their duties including the appropriate foot wear and Personal Protective Equipment as stated in the Get Started Handbook

#### **Arriving at the client's venue or site Induction**

Employee must be given and partake in the clients induction prior to starting their shift.

Which must include and is not limited to:

A site risk assessment

The Understanding that everybody has a responsibility for safety

Meeting the clients safety requirements

Working in line with agreed safety work method statements (SWMS)

Be made aware of hazards and controls at the site or venue

Obtain the required and appropriate training to the competency level on equipment

Understanding the required compliance in relationship to WH&S OH&S

Reporting procedure for accidents and incidents

Manual handling policy

Emergency evacuation procedures

Use of the right tools and equipment for the job and how to use them safely

Who is the chief warden on duty to report accidents and who is the warden to administer first aid.

## **Work area**

It is the employees responsibility to ensure that the above site induction is adhered to and employees carry out work and tasks in accordance with Alseasons Hospitality Staff and the Sites, Venue Policies and Procedures.

If you see a hazard or hear that a hazard could occur it must be reported to your supervisor and Alseasons Hospitality Staff

## **Personal Protective Equipment**

Personal protective equipment (PPE) is anything used or worn by a person to minimise a risk to the person's health or safety.

PPE includes

- Eye protection, such as goggles or face shields
- Aprons, gloves such as rubber or mesh
- High visibility clothing
- Board brimmed hats and sunscreen for working outdoor

Clients must provide employee with the appropriate Personal Protective Equipment (PPE) appropriate to the task it is your responsibility to wear, maintain and return the PPE in accordance with the clients instructions.

Loose clothing or clothing which can interfere with the task or job or create a risk to an employee's activity must not be worn.

Jewellery must be removed prior to starting work.

Hair must be kept neat, tidy and safely away from any potentially hazardous activity. Where required under any health or other regulator requirement head covering or protection must be worn

Footwear must be suitable for the area where work is performed and the task or activity being undertaken.

Clothing standards apply with Alseasons and are documented in our Get Started Handbook and should be followed at all times.

## **Footwear**

Appropriate footwear must be worn at all times, shoes must be sturdy and fully enclosed for Front of House employees. All Kitchen employees must wear steel capped boots.

## **Biological and Hygiene**

Biological risks may arise from bacteria, viruses and toxins which are invisible to our senses. They are normally ingested, inhaled, absorbed or penetrate through the skin. Hazards include poor hygiene including food preparation, sharing PPE such as gloves, masks or ear muffs, sharing uniforms, allergens, sharps, including needle stick injury, exposure to infectious agents including exposure during applying first aid, contaminated blood or body fluids, HIV/AIDS and Hepatitis.

It should be assumed that all human blood or body fluids are potentially infectious. Effects may be delayed from hours to weeks.

Wash your hands before starting work, consuming food, using restrooms, after contact with blood or body fluids or handling hazardous substances and after your shift.

Personal hygiene is important in infection control. Look out for and cover cuts or abrasions. Wipe food benches with a clean paper hand- towel, and use washing up/dishwashing facilities provided.

Report severe allergic reactions, needle stick injuries, skin rash or infections immediately to your supervisor.

## Personal Hygiene

First impressions count and uniform and personal presentation is paramount to Alseasons and our clients. Employees must wear the uniform as described in the Alseasons 'Get started handbook" and the one approved at your induction. Variations may be requested by clients and will be sent via eRoster or email.

All uniforms must be clean and in good order

All uniforms must be laundered.

Long hair must be worn into a bun with no loose ends.

No finger nail polish

Excessive jewellery must be removed.

Breath must be checked

Front of house employees

No facial piercings or tattoos

No facial hair

## Employee Conduct

Employees will be judged on their attitude and conduct while at work and in their personal life. (Refer to Alseasons social media policy)

All employees must act in a professional manner and refrain from any form of harassment (refer to Alseasons harassment policy)

Employees must not interfere with any other worker, client, client employee, visitors, students, residents, contractors that you come in contact with during and after work.

No employee shall conduct themselves in a manner, which is likely to cause an accident or injury to themselves or any person that they come into contact with.

## Manual Handling

Manual handling includes lifting, carrying, moving, storage, overbalance, overloading, size or weight of objects, awkward or sustained postures, and repetitive tasks, pushing, pulling or lowering items. Manual handling covers both:

Regular manual tasks where a person uses their musculoskeletal system in performing work.

Hazardous manual tasks which are repetitive or may include sustained:

- force
- posture
- movement
- vibration
- high forces
- handling persons or animals
- handling unstable or unbalanced loads which are difficult to grasp or hold.

## Lifting techniques and guidelines

- Consult with your supervisor regarding manual handling risk assessments, and correct lifting techniques.
- Weights of above 16 kilograms and up to 55 Kilograms must be assessed before handling and is not a regular part of the job.
- Assess the load as it may require mechanical assistance and/or a lifting team or arrangement
- Never move anything that is too heavy or awkward for you or from an area too high or too low
- Use correct lifting techniques
- Use the correct personal protective equipment (PPE).
- Lifting step by step
- If you must lift something, stretch and warm up, and keep the three curves of your back in their natural positions
- Stand close to the load, with your feet apart for balance.
- Always push trolleys never pull

- Keep your back straight, and then bend at the knees. Get a firm grip of the item.
- Lift smoothly. Do not jerk the load. Use your legs to lift. Keep the load close to your body.
- Do not twist your body – use your feet to change directions.
- Plan the lift, e.g. How heavy is it? Where does it go? Is the item at/going to a safe height? Get help for bulky or awkward items.
- Wherever possible use mechanical aids or reduce loads into easily management sizes, weights and shape. Get help.
- Use the correct PPE (gloves, sturdy footwear).
- Refer to these intranet or web resources: WorkCover’s Code of Practice for Hazardous Manual Tasks, and SafeWork Australia National Standard for Manual Tasks, and Manual Handling Risk Assessment, and Movement.

## **Safe Data Sheets (SDS)**

Safe Data Sheets (SDS) for hazardous substances and chemicals provide instructions, health warnings and first aid advice. SDS must be made available on-site for you by your supervisor. Read the SDS and consult with your supervisor before using, handling, transporting or storing chemicals. Use the correct personal protective equipment (PPE).

## **Safe Work Procedures (SWP)**

Not all tasks require a written safe work procedure (SWP). It may be sufficient for your supervisor to address safety issues verbally during your training induction, but the following must be addressed

- How severe would the consequences of an accident be?
- How often is the task done?
- How complex is the task?

Written safe work procedures are needed for:

- hazardous tasks
- complicated tasks, so that important steps don’t get missed
- frequently performed tasks
- less routine tasks, if employees need reminders about the hazards and how to control the risks

## **Job Safety Analysis (JSA)**

A Job Safety Analysis (JSA) worksheet is used to analyse and identify risks and hazards associated with a task or operating equipment.

The activity is listed - hazard that could cause injury is assessed - risk control measures in place - who is responsible to supervisor and control the risk.

## **No Running**

Running in the workplace may generate slip, trip, fall or collision injuries.

Running is not permitted at any work site or venue.

## **Noise**

Noise is unwanted sound. Noise may generate temporary or permanent hearing loss, or prevent you from hearing emergency evacuation alerts, approaching machines or other hazards.

Noise is measured in regards to Intensity (dB), Frequency (low to high) and Exposure Time. Noise Intensity above 85dB is only permitted for short time only.

Noise levels and noise exposure must comply with WorkCover guidelines including Code of Practice – Noise Management and protection of hearing at work.

At all times you should be able to hear a person talking a metre away. If not, noise levels may be too loud and you must report this to your supervisor

Do not use personal music-devices.



The noise control hierarchy is to eliminate or isolate sources of noise, use a different less-noisy machine, rotate jobs to reduce exposure. Personal hearing protectors conforming to Australian Standards must be used wherever a noise hazard exists. Select and maintain ear protection according to SA A HB9.

## Safety Signs

Following are an example of safety signs that should be displayed at the site or venue



public areas. Keep all areas free of slip, trip and fall hazards underfoot including rubbish, spills or loose items. Watch out for greasy, uneven or wet surfaces. Clean up spills immediately. Use non-slip footwear. Keep people away from these hazards.

## Cash Handling

Your safety is the priority under all circumstances.  
 Protect yourself, not money or goods.  
 Keep alert for and report suspicious behaviour immediately  
 More information is available from:  
 WorkCover's "A guide to protecting people and profits from armed hold ups".  
 WorkCover "Robbery and Violence in the Retail Industry".

## Confined Spaces

Confined spaces pose dangers because they are usually not designed to be areas where people work. Confined spaces often have poor ventilation which allows hazardous atmospheres to quickly develop, especially if the space is small. Confined spaces may include anywhere where there is a risk of being trapped. Examples include machines, tunnels, ducts, ceiling spaces, tanks, pits ovens, cool-rooms, fridges, freezers vats. Employees are not permitted to enter these without knowing risks and have had the correct training and the authority of their supervisor.

## Ladders

Are not be be used in any circumstance. If good or items are not stored at a height that is not accessible by standing, report this to you supervisor.

## Working at heights

Employees are not to assist or volunteer to work above floor height unless appropriate training and assessing has been completed and a medical check may also be required.

## Electricity

Electricity is safe if treated with respect and used correctly. Contact with live parts may cause shock, burns, loss of consciousness, cardiac arrest and may be fatal.

Electrical tools, appliances, extension leads, equipment must be visually inspected for damage or exposed parts before use on every occasion.

No "live" work is permitted

All portable electric tools and equipment, requires a current electrical test tag in accordance with WorkCover's requirements. Test and Tag labels alone do not signify equipment is safe to use. Out of test date items must be reported to your supervisor and should be withdrawn from service and re-tested by a competent person

Test Residual Safety Switches ("RCD" or "Safety Switch") according to WorkCover's guidelines/ Australian Standard

Do not use double-adaptors

Do not use electrical items in damp or wet areas

Do not block access to electrical switchboards –emergency access may be required

Do not tamper or repair electrical items or plant equipment yourself.

Employees must be fully trained by their superior before operating or cleaning any electrical equipment which must be switched off and cords removed from the electrical outlet.

Australian Standards relevant to temporary electrical services for events include:

- SafeWork Australia Model Code of Practice: Managing Electrical Risk in the workplace
- ASNZS 3002 Shows and carnivals

## **Non Smoking**

Employees are not permitted to smoke on or near a clients site or venue, in a motor vehicle controlled by Alseasons Hospitality Staff. Employees are not permitted to smoke in the immediate presence of a client. Smoking should occur within authorised breaks only, outside of areas controlled by Alseasons Hospitality Staff and smokers should take measures to avoid offending others by subjecting them to passive smoking. Cigarette butts should be disposed of in the appropriate place, ensuring that they are completely out. If you smoke prior to starting your shift you must wash your hands and use breath fresheners.

## **Working alone**

Working alone is not permitted without the consent of Alseasons, a risk assessment indicates there is a low risk to health and safety, and an effective means of emergency contact is established. Consider the 'buddy' approach.

## **Accepting Gifts or Benefits**

You are not to solicit or accept gifts or benefits from anyone with whom you have an involvement as a result of employment at Alseasons Hospitality Staff. If you receive or accept any gifts you must report the matter to your Manager.

## **Noise Pollution**

Employees are expected to go about their duty in a quiet manner, making as little noise as possible. Noise can be very distracting. Do not bang, slam, throw or create excessive noise.

## **Dust, Fumes, Steam and Vapours**

Dust, Fumes, Steam and Vapours may present a respiratory, explosive, environmental or burn hazard, e.g. spray painting, use of chemicals, dyeing, use of medium density fibre (MDF), or synthetic materials. Use the dust and fume exhaust systems provided. Wear the correct PPE and take other precautions specific to the hazard. Consult with your supervisor

## **Removing, transferring property and equipment**

Do not remove or transfer equipment from a work place or site. If an employee is asked to transfer or remove equipment, items or articles it must be signed off by the client.

### **Incorrect usage of equipment**

Equipment must not be tampered with or used for another purpose other than it was designed for. Equipment must be used in accordance to the manufactures instructions.

### **Ergonomics**

The major workplace ergonomic risk factors to consider are:

- High Task Repetition
- Forceful Exertions
- Repetitive/Sustained Awkward Postures

Ergonomic hazards may arise at your desk, in the work place , moving or storing items, using office and workplace equipment.

Ensure correct posture. Avoid physical or eye strain. Do not overreach, lean or twist during tasks.

Take regular breaks from repetitive tasks. Keep back, arms, neck & shoulders relaxed.and keep hydrated  
'Warm-up' routines are necessary.

### **Operating or Using equipment**

Employee are not permitted to use any equipment unless they have been fully trained and completed a competency check with the supervisor. All equipment must be well maintained and annually checked and serviced. Employees must report any unsafe equipment to the supervisor. Employees that are not trained and experienced in using equipment must not do so. Equipment must be used in conjunction with the manufactures specifications. An employee who intentionally and recklessly destroys or damages property belonging to the client or a co-work or any other person is liable to face disciplinary action, may be liable to pay damages and or criminal charges can be laid.

### **Vehicle**

Employee are not allowed to drive any vehicle or golf cart, refer matters to Alseasons and don't drive any vehicle until Alseasons has authorised and cleared this with the client. You will require a current license and have viewed the vehicle maintenance book, registration and view the vehicle that is to be driven and made notes of any dings or dents to the vehicle in view of the clients supervisor

### **Alcohol and other drugs**

Alseasons Hospitality Staff is committed to providing a safe, healthy and secure environment for all our employees and for those affected by its operations and activities. The quality of Alseasons Hospitality Staff will not be compromised by the presence of employees under the influence of alcohol, non-prescribed drugs or over the prescribed dose of prescription medication in the workplace. This policy is designed to eliminate the risks inherent in the use or abuse of drugs, alcohol or other substances. Alseasons Hospitality Staff recognises the inherent risks associated with drug use, alcohol abuse, and abuse or misuse of other substances. This policy is designed to eliminate these risks from workplaces and their surrounding environments.

The policy applies to all employees, whilst at their workplace.

Alseasons Hospitality Staff has a zero tolerance regarding the use of Illegal drug's and/or Alcohol in the workplace. Alcohol and drugs are not to be brought to or consumed by you on any premise of Alseasons Hospitality Staff. You are not to attend work while you are under the influence of alcohol or drugs. You should be aware that in some circumstances legal drugs may affect your performance at work, which may place clients, employees, or yourself at risk.

Supervisors may request any employee member to undertake a drug test on suspicion, or as a result of an accident in the workplace. Random drug and alcohol tests are also carried out from time to time.

Whilst Alseasons Hospitality Staff respects your privacy and activities outside working hours, management has a “Duty of Care” to all, employees, clients and visitors and to ensure their health and safety at all times. If a drug test records a ‘non-negative’ result, you may be dismissed from your employment without notice. We are serious about creating a drug and alcohol free work environment.

Alseasons will not tolerate the illegal possession, distribution or consumption of any drug, Alseasons will report all illegal activity, including consumption, possession or distribution of an illegal substance to the appropriate authorities (e.g. the police).

Incidents involving inappropriate drug and alcohol can also impact on an individual’s friends and family as well as the Alseasons Hospitality Staff reputation.

## **Keys and Passes**

Any keys or passes issued to you must be returned to your supervisor at the end of the shift or at the end of the engagement. Keys and passes must not be given or loaned to anyone unless under instruction from your supervisor.

## **Objective**

The objectives of this policy are to ensure, so far as is reasonably practicable:

Prevention of work health and safety incidents involving the inappropriate use of alcohol and drugs;  
An environment free from the use of illegal drugs and the abuse of alcohol; and  
Providing information and support to assist with drug and alcohol related problems. This does not extend to any financial support or eliminate disciplinary actions.

Providing information and support with regards alcohol and drug related problems where appropriate; and  
Implementing disciplinary action as required where this policy is breached.

## **Workers responsible for:**

Not being under the influence of alcohol on our premises or clients sites and or venues while working

It may impair work performance;

Behaviour may impact on their reputation and/or that of the company; and/or

There is any risk to the workers safety, their colleagues and/or any clients or visitors.

Ensuring that the off-duty use of alcohol does not result in impaired behaviour, function or a capacity to maintain a suitable work related etiquette;

Notifying Alseasons Hospitality Staff of any prescription or over-the-counter drugs that may impair performance at work;

Not using, or being under the influence of, illegal drugs while working for Alseasons Hospitality Staff clients, this may result in instant dismissal.

## **Fire Safety**

Know how to raise the alarm or obtain emergency help.

Employees are required to obtain a fire safety induction on each of our clients sites and venues. Know who the fire warden is and contact details, the location of fire exits and appliances.

When you see or smell a fire you must report the matter to your supervisor and or the fire warden.

Follow the wardens instructions which may include;

Activating the fire alarm

Calling 000

Keeping all fire doors, fire exits and stairs clear of equipment and materials.

Assist co-workers, clients, visitors, residents to evacuate to the assembly point.

Closing all fire doors

Do not return to work until the all clear has been given by the fire warden

## **Bomb Threats**

Remain calm

Where possible go straight to your supervisor.

Minimise handling of the document containing the threat.

Keep the caller talking ( do not hung up even if the call has ended) as this may assist in tracing the call, remain calm and do not do or say anything that may encourage irrational behaviour.

Record the following details;

Exact wording of the threat

Location of the device, no matter how general

Time of detonation

Name, sex and other details of the caller, such as estimated age,accent, background noises

Follow the instruction of the relevant security, do not evacuate unless told to do so.

Follow the instructions of Security and Emergency Services personnel to evacuate the building to the nominated evacuation assembly area, assist with the evacuation of disabled occupants.

Do not leave the evacuation assembly area until advised to do so.

## **Chemicals, Hazardous and Dangerous Substances**

Chemicals, hazardous and dangerous substances include glues, paints, solvents, corrosives, adhesives, thinners, cleaning solutions, chemicals, flammable and Dangerous Goods. Hazards include respiratory

effects, diseases, toxic effects, asphyxiation, burns, carcinogenic effects, inflammation of skin, or pneumonitis. Exposure may exist from inhalation, skin contact, absorption or injection, or ingestion. Hazardous substances must be used, transported, stored and disposed of in accordance with the manufacturer's instructions, e.g. as detailed on the product label or Material Safety Data Sheet (MSDS). Check the product's MSDS information sheet, read the label for safety instructions and shelf life before use. Obtain the lowest toxicity chemical available for the job. Do not use any chemicals not in the original packaging or from containers with missing or damaged labels.

You must be trained in the safe use of hazardous substances associated with your tasks by your supervisor. If unsure ask your supervisor.

You must:

- Exercise caution and care
- Ensure the work areas is well ventilated
- Use the correct personal protective equipment (PPE)
- Ensure direct access to appropriate firefighting appliances
- Report spills immediately (protect the environment if it is safe to do so)
- Ensure correct disposal
- Keep away and keep people away from hazardous substances
- Wash your hands before consuming food
- Store only the smallest amount of hazardous substances needed
- Report health concerns immediately to your supervisor

## **Dangerous Goods**

Dangerous goods are classified by type and risk and must be clearly marked using standard signage. Dangerous goods are substances, mixtures or articles that, because of their physical, chemical (physicochemical) or acute toxicity properties, present an immediate hazard to people, property or the environment. Types of substances classified as dangerous goods include explosives, flammable liquids and gases, corrosives, chemically reactive or acutely (highly) toxic substances.

The criteria for classifying combustible liquids are contained in Australian Standard AS1940 (The Storage and Handling of Flammable and Combustible Liquids).

Many dangerous goods are also classed as hazardous substances.

## **Extreme Temperature Risks**

All seasons clients venue can include and are not limited to indoor and outside venues, large and small commercial kitchens all of these can have risks associated when them. It is important that employees are aware of these risk and follow the clients policies and produces including wearing the appropriate PPE including sun screen and hats when working outside. Constant hydrating - drink on water and additional rest breaks maybe required in extreme heat temperatures.

## **CCTV**

Closed Circuit TV (CCTV)

Clients may operate surveillance cameras that are located in and around facilities requiring monitoring for the safety or security of employee, residents, students and visitors as well as security of the clients property. Security surveillance cameras are not disguised or hidden. Security camera monitoring is continuous and ongoing in accordance with statutory requirements.

## **Personal Security**

All seasons employee should be aware of issues of personal security when leaving the site or venue to travel home, particularly late at night. Employee should try to walk as a group, rather than alone in nearby streets at night. Plan your trip home.

## **Security**

- Security is everyone's responsibility
- Always wear your identification name badge
- Do not leave your valuables exposed or unattended
- Do not leave building areas without reporting to your supervisor
- Keep alert for and report suspicious behaviours
- Do not touch suspicious articles.
- Should a threatening situation arise, do not put yourself in harms way
- The clients supervisor will inform employees of the sites/venues safety, security and emergency plans.

## **Smoke Detector Isolation**

Smoke sensors are designed to be a first and early warning of a fire. They begin an alarm and evacuation sequence by alerting the building's Fire Panel, the Fire Panel then communicates internally with the building's Emergency Warning Intercommunication System (EWIS) and externally with Fire Monitoring Services (FMS), who communicates with the Fire Brigade.

Care must be taken to ensure that smoke/haze does not activate the smoke sensors in the work and surrounding areas

The Chief Warden on duty and the Facilities or site, venue manager must know the status of the fire and smoke detection systems continuously which they must monitor regular and according to standards.

Report a Hazard and any Risks immediately, do not attempt to use fix or interfere with any equipment or plant.

All workers have the right to work in a safe environment and they don't have to tolerate unsafe conditions or work practices.

If you see or experience any hazards, potential hazards or near accidents, then there has been a situation where there may have been a risk to your personal health and safety.

To ensure that these risks are minimised they must be reported to your supervisor or manager in charge. These incidents and observations will then be reviewed and actioned to make a safer working environment.

If you see any unsafe work practices you should report them to your supervisor or manager immediately.

If the problem is not resolved within a satisfactory period of time you should report the matter to a member of the Alseasons management team who will take the matter further with the host employer.

## **Harassment, Discrimination & Workplace Behavioural Issues**

### **Bullying**

Alseasons Hospitality Staff is committed to providing an environment that is free from bullying. Bullying is characterised by repeated, unreasonable behaviour directed at an employee, or group of employees, that creates a risk to health and safety. Bullying behaviour is that which a reasonable person in the circumstances would expect to victimise, humiliate, undermine, threaten, degrade, offend or intimidate a person. The behaviour can include actions of an individual or a group, and may involve the bully using a system of work or inappropriately asserting power.

Adverse action or reprisal should not be taken against a person who raises a bullying issue or concern. Bullying, and adverse action or reprisal in response to a bullying complaint or concern, are unacceptable and may lead to disciplinary action.

Employees have a duty of care that includes taking all reasonable steps to prevent bullying and appropriately managing bullying complaints.

It is important to understand that the following are part of the challenges of working life and do not constitute bullying:

- Reasonable management decisions, discussions or actions, including performance counselling and managing underperformance
- Instructions, directions and requirements that are made fairly and appropriately
- Differences of opinion and working relationship issues

## **Violence**

Alseasons is committed to providing an environment that is free from violence.

Violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behaviour that occurs at the work site. It ranges from threats and verbal abuse to physical assaults. The attacker's intent is not determinative.

Alseasons does not accept violence, threats or abuse under any circumstances and encourages the early reporting of any such incidents, with offenders subject to disciplinary action and criminal proceedings.

## **Sexual Harassment**

Alseasons is committed to providing an environment that is free from sexual harassment.

Anti-discrimination law defines sexual harassment as:

- Unwarranted sexual advances, or an unwelcome request for sexual favours to another person; **or**
- Engaging in any other unwelcome conduct of a sexual nature in relation to another person; **and**
- Any action where a reasonable person in the circumstances would anticipate the other person would be offended, humiliated or intimidated by this behaviour.

Conduct of a sexual nature can include physical intimacy, remarks with sexual connotations and sexual gestures, actions or comments. The intention of the offender is irrelevant.

Sexual harassment is unlawful and will not be tolerated by Alseasons in workplace and/or office environments.

The 'workplace' can extend beyond the office or workplace. For example, sexual harassment in employment can also occur outside working hours where employees are in proximity to each other as a result of a connection with work, such as a conference or work sponsored event.

Likewise, sexual harassment can occur remotely – such as through emails, texts and social media.

Anyone who believes that they are being or have been sexually harassed is encouraged to come forward. Responsible employee should take all reasonable steps to prevent sexual harassment and appropriately manage concerns and complaints. Adverse action or reprisal should not be taken against a person who raises a sexual harassment issue or concern.

It is important to recognise that forms of behaviour that may initially appear mild or trivial can constitute sexual harassment, particularly in relationships of differing power or status such as an employee and managers.

Offences such as stalking, sexual assault and rape are serious criminal offences, which should be reported to the police.



At the same time, it is important to acknowledge that relationships and interactions that are based on mutual attraction or friendship and are consensual or reciprocated do not constitute sexual harassment.

## **Discrimination**

Alseasons is committed to providing an environment for work that is free from discrimination.

Discrimination is unlawful in the workplace.

Discrimination occurs when someone is treated unfairly because they belong to a particular group of people or has a particular characteristic.

It includes both direct and indirect discrimination. Direct discrimination occurs if a person treats, or proposes to treat, a person with an "attribute" unfavourably because of that attribute. Indirect discrimination occurs if a person imposes, or proposes to impose, a requirement, condition or practice that will disadvantage a person with an attribute and is not reasonable.

For the purposes of determining discrimination, the offender's awareness and motive are irrelevant.

Anyone who believes that they are being or have been discriminated against is encouraged to come forward. Responsible employee should take all reasonable steps to prevent discrimination and appropriately manage concerns and complaints. Adverse action or reprisal should not be taken against a person who raises a discrimination issue or concern.

## **Harassment and vilification**

Alseasons is committed to the development of an environment of work that is free from all forms of harassment and vilification.

Harassment is any form of behaviour that is not wanted, is not asked for and that a reasonable person would consider likely to create a hostile or uncomfortable workplace by humiliating, intimidating or offending another person because of an attribute protected by the law.

Protected attributes include and are not limited to; race, colour, sex, age, religion

Racial and religious vilification is behaviour that incites or encourages hatred, serious contempt, revulsion or severe ridicule against another person or group of people, because of their race or religion. Acts of racial and religious vilification are unlawful in any public place.

Anyone who believes that they are being or have been harassed or vilified is encouraged to come forward. Responsible employee should take all reasonable steps to prevent harassment and vilification and appropriately manage concerns and complaints. Adverse action or reprisal should not be taken against a person who raises a harassment or vilification issue or concern.

## **Investigating and managing procedure**

All matters will be dealt with in confidence. If you feel comfortable, talk to the person yourself.

Firmly and politely inform the person that their behaviour is unreasonable and ask them to stop. They may not realise their behaviour is affecting you and may change their behaviour. If you feel uncomfortable acting alone, ask your Manager for their support.

If the above is not an option, report directly to your manager, or if the matter is particularly serious or against your manager report directly to the Director.

Every report will be taken seriously and responded to and all matters will be dealt with in confidence.

## **Report procedure**

If workplace bullying or unreasonable behaviour is reported or observed, Alseasons procedural response involves the following steps:

1. The responsible, manager or Director will speak to the parties involved as soon as possible, gather information and seek a resolution to satisfactorily address the issue for all parties.
2. If issues cannot be resolved or the unreasonable behaviour is considered to be of a serious nature, an investigation will be undertaken. Both sides will be able to state their case and relevant information will be collected and considered before a decision is made.
3. All complaints and reports will be treated in the strictest of confidence. Only those people directly involved in the complaint or in resolving it will have access to the information. Any person who is asked to act on behalf of an individual should use a confidential and non-confrontational approach.
4. External specialists may be engaged if considered necessary.
5. There will be no victimisation of the person making the report or helping to resolve it.
6. If any delays occur in conducting the initial assessment the complainant must be advised immediately.
7. If the complaint does not relate to an allegation of bullying, the appropriate process e.g. grievance procedure or performance management should be put in place

### **Consequences of Breaching this Policy**

Appropriate disciplinary action will be taken against a person who is found to have breached this policy. These measures will depend on the nature and circumstance of each breach and could include:

- A verbal or written apology
- One or more parties agreeing to counselling and/or training
- A verbal or written reprimand or warning
- Demotion or dismissal of the person engaging in the bullying behaviour.
- Complaints made maliciously or in bad faith will result in disciplinary action.

### **If Bullying has not been substantiated**

If the investigation finds bullying has not occurred or cannot be substantiated, Alseasons may still take appropriate action to address any workplace issues leading to the report.

### **Injury Management & Occupational Rehabilitation Policy**

Alseasons Hospitality Staff recognises the importance of ensuring the health safety and welfare of all workers and other persons affected by our work practices.

In the event of a work related injury or illness we will take all necessary steps to ensure the injury/illness does not occur again. Should one of our workers incur a work related injury, that means they are unable to continue their normal work, we will provide the necessary assistance for them to remain at work, or return to work as soon as it is safely possible. We will do this through risk management, injury management and occupational rehabilitation and our commitments are as follows:

- To provide information to all workers regarding claims administration and procedures
- Incident notification
- To provide workers with details regarding their rights and responsibilities relating to WHS.
- To provide rehabilitation and return to work procedures in the event of an injury/illness occurring

### **Return to work Co-ordinator:**

A return to work coordinator will be appointed by Alseasons Hospitality Staff in conjunction with our Insurers.

Following any workplace injury the return to work coordinator will:

Contact the injured workers and the treating doctor in order to implement the commitments outlined in the risk management program and our return to work policy

Determine the need for any occupational rehabilitation assistance in consultation with the injured worker and their treating practitioner, and when appropriate refer the worker to Alseasons nominated and approved occupational rehabilitation provider

### **Occupational Rehabilitation**

As part of our commitment to our workers, through the Occupational Rehabilitation Program we will:  
Assist our injured workers to remain at work or return at the earliest opportunity through Alseasons return to work policy

Commence a return to work plan as soon as possible after an injury consistent with medical advice

Ensure that treatment, return to work activities and any necessary occupational rehabilitation services begin as soon as necessary

Provide suitable employment and duties to the injured worker at the earliest opportunity

Establish an individual return to work plan for an injured worker who is unable to work for 20 calendar days or more. This will be developed in consultation with the injured worker and the treating medical practitioner.

Ensure that a return to work plan will not itself prejudice any injured worker  
Prevention of Bullying & Occupational Violence

## Section 2 – WHS Procedures Risk Management Procedure

Alseasons Hospitality Staff is aware of its duty to identify reasonably foreseeable hazards that could give rise to risks and to 'manage risks' by eliminating the risks, and if it is not reasonably practicable to do so, to minimise those risks.

In deciding what is 'reasonably practicable' to protect people from harm we will take into account and weigh up all relevant matters including:

- the likelihood of the hazard or the risk concerned occurring
- the degree of harm that might result from the hazard or the risk
- knowledge about the hazard or risk, and ways of eliminating or minimising the risk
- the availability and suitability of ways to eliminate or minimise the risk, and
- after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

Managing work health and safety risks is an ongoing process that is triggered when any changes affect our work activities. We will work through the risk management approach when:

- changing work practices, procedures or the work environment
- purchasing new or used equipment or using new substances
- planning to improve productivity or reduce costs
- new information about workplace risks becomes available
- responding to workplace incidents (even if they have caused no injury)
- responding to concerns raised by workers or others at the workplace, and
- required by the WHS regulations for specific hazards

### 1. Hazard Identification: finding out what could cause harm

#### 1.1 Inspect the workplace

##### Workplace Inspections

- It is the responsibility of management to ensure that each client's WHS management system and workplace is inspected annually at a minimum (refer to Client Assessment Procedure).

#### 1.2 Consult workers

- Workers will be regularly consulted on health and safety matters via various methods (refer to Consultation procedure). The consultation mechanisms provide workers with an opportunity to raise any health and safety problems they have encountered in doing their work and any near misses or incidents that have not been reported.

#### 1.3 Review available information

- We will ensure that relevant health and safety information and advice is regularly obtained from various resources including; regulators, WHS Consultants, law firms, technical specialists. This information and advice will be discussed and recorded at regular management meetings. This information and advice will then be disseminated as appropriate (refer to Consultation procedure).
- Management will analyse records of health monitoring including: workplace incidents, near misses, worker complaints and the results of any inspections and investigations to identify hazards. If someone has been hurt doing a particular task, then a hazard exists, which could hurt someone else. These incidents will be investigated to find the hazard that caused the injury or illness (refer to Incident Management procedure).

All hazards identified through the hazard identification process must be reported to management who will add the information to the risk register.

## **2. Risk Assessment: if necessary!**

A risk assessment will only be undertaken when:

- there is uncertainty about how a hazard may result in injury or illness, or
- the work activity involves a number of different hazards and there is a lack of understanding about how the hazards may interact with each other to produce new or greater risks, or changes at the workplace occur that may impact on the effectiveness of control measures.

A risk assessment is mandatory under the WHS Regulations for high risk activities. It is the responsibility of the person who is taking a job order to determine if a risk assessment is required for tasks within the scope of the assignment. The responsible person must require the completed risk assessment from the client. The worker(s) to the assignment will be consulted on the risk assessment (refer Client Assessment Procedure).

## **3. Risk Control: implementing the most effective control measure**

- In deciding how to control risks; we will consult with workers who will be directly affected by the decision (refer to Consultation procedure)
- We will work through the hierarchy of control [below] when managing risks;

Level 1  
Eliminate the hazards

Level 2  
Substitute the hazard with something safer  
Isolate the hazard from people  
Reduce the risks through engineering controls

Level 3  
Reduce exposure to the hazard using administrative actions  
Use personal protective equipment

- Management will prepare and maintain a risk register that identifies the activity, associated hazards, risks (where required to be assessed), controls and who will be responsible for taking the action.

## **4. Review control measures: to ensure they are working as planned**

- Control measures that are implemented will be reviewed regularly to make sure they work as planned. We will not wait until something goes wrong.

A review is required:

- when the control measure is not effective in controlling the risk
- before a change at the workplace that is likely to give rise to a new or different health and safety risk that the control measure may not effectively control
- if a new hazard or risk is identified
- if the results of consultation indicate that a review is necessary.
- Consultation mechanisms will be used to regularly review risk control measures.
- If problems are found, we will go back through the risk management steps, review information and make further decisions about risk control. Priority for review will be based on the seriousness of the risk – control measures for serious risks will be reviewed more frequently.

## **Induction & Training Procedure**

### **1. Alseasons WHS Induction**

1.1. Alseasons Hospitality Staff has a commitment to carry out our duty of care to our workers and therefore we will ensure that workers are provided with the required induction and training prior to any placement that will support the worker in doing their job safely. In carrying out our duties we will ensure that only trained and competent persons will provide workers with induction and training.

We and the client have a legal obligation to train workers, this includes induction. To ensure that the required information is delivered to the worker in the induction, we have developed the following forms:

- Alseasons Hospitality Staff WHS Induction Checklist; and
- Client WHS Induction Checklist.

1.2. Prior to placing the worker at the client workplace, the following steps are required by the Recruitment Consultant:

1.2.1. Provide the worker with an Alseasons Hospitality Staff specific induction. Deliver the induction face-to-face using Alseasons Hospitality Staff WHS Induction Checklist. Where it is not considered practicable to deliver the induction face-to-face, the induction can be delivered via the telephone.

1.2.2. Complete Alseasons Hospitality Staff WHS Induction Checklist.

1.2.3. Ensure that the worker completes the induction checklist - Alseasons Hospitality Staff WHS Induction Checklist.

1.2.4. The Recruitment Consultant must ensure a copy of the completed induction checklist is kept on file.

1.3. The induction will include the following information:

- Alseasons Hospitality Staff WHS policies and procedures.
- Alseasons Hospitality Staff Induction Handbook
- Client specific information that the worker needs to be aware of including:
  - job description;
  - job safety information;
  - Safe Work Method Statements (SWMS) – the risk assessment; and
  - an outline of any job specific training that will be provided by the client.

### **2. Client WHS Induction**

Prior to the worker commencing work at the client workplace, the following steps are required by the Recruitment Consultant:

1.4. Ensure a trained and competent client representative provides the worker with a client WHS induction.

1.5. Contact with the client representative and/or the worker within 1 working day of the worker commencing work at the client site, to:

- obtain copy of Client WHS Induction Checklist that has not yet been received;
- verify job commencement and Client WHS Induction with the worker; and

## **The client is responsible for the following:**

2.1 The client induction program should describe and explain:

- the requirements of the job;
- SWMS and work instructions;
- incident reporting procedures;
- client WHS policies and procedures;
- supervision;
- consultation mechanisms; and
- how to report hazards, incidents and near-miss events.

2.2 Complete Client WHS Induction Checklist and have the worker sign the checklist.

2.3 Provide the Alseasons Hospitality Staff Recruitment Consultant with a copy of the checklist within 1 day of the worker commencing work on-site.

### **3. Additional Training**

In addition to the induction provided to the worker, the following steps are required by the Recruitment Consultant:

- 3.1 Identify in consultation with the client any specific training the worker is required to undertake that will support them in doing their job safely.
- 3.2 Refer to the following documentation to identify additional instruction and training needs of the worker.
- completed assignment safety information
  - completed SWMS
- 3.3 Verify that the client has provided the worker with the required instruction and training that is identified in the assignment safety information and SWMS.
- 3.4 If the required training has not been provided to the worker and the worker has commenced work, the worker must raise this matter to the immediate attention of the Alseasons Hospitality

Employee Manager who will make a decision to either:

- remove the worker from the client site; or
- supply after working with the client to ensure that the worker is provided with the required training before re-commencing work on-site.

3.5 If the Alseasons Hospitality Staff Manager makes the decision to remove the worker from the client site, record the information on the client record.

## **Consultation, Communication & Issue Resolution Procedure**

### **1. Consultation & Communication**

Alseasons Hospitality Staff has a commitment to carry out our duty of care to our workers and therefore we will ensure that workers are consulted with regarding health and safety matters.

In carrying out our duties we will ensure that workers will be consulted when:

- identifying or assessing hazards or risks
- making decisions on how to control risks
- making decisions about the adequacy of facilities for workers welfare
- making decisions about procedures to resolve health and safety issues
- consult with workers on health and safety
- monitor workers' health and workplace conditions
- provide information and training
- proposing changes that may affect workers' health and safety, such as changes to
- the workplace plant, substances or other things used in the workplace
- the work performed at the workplace.

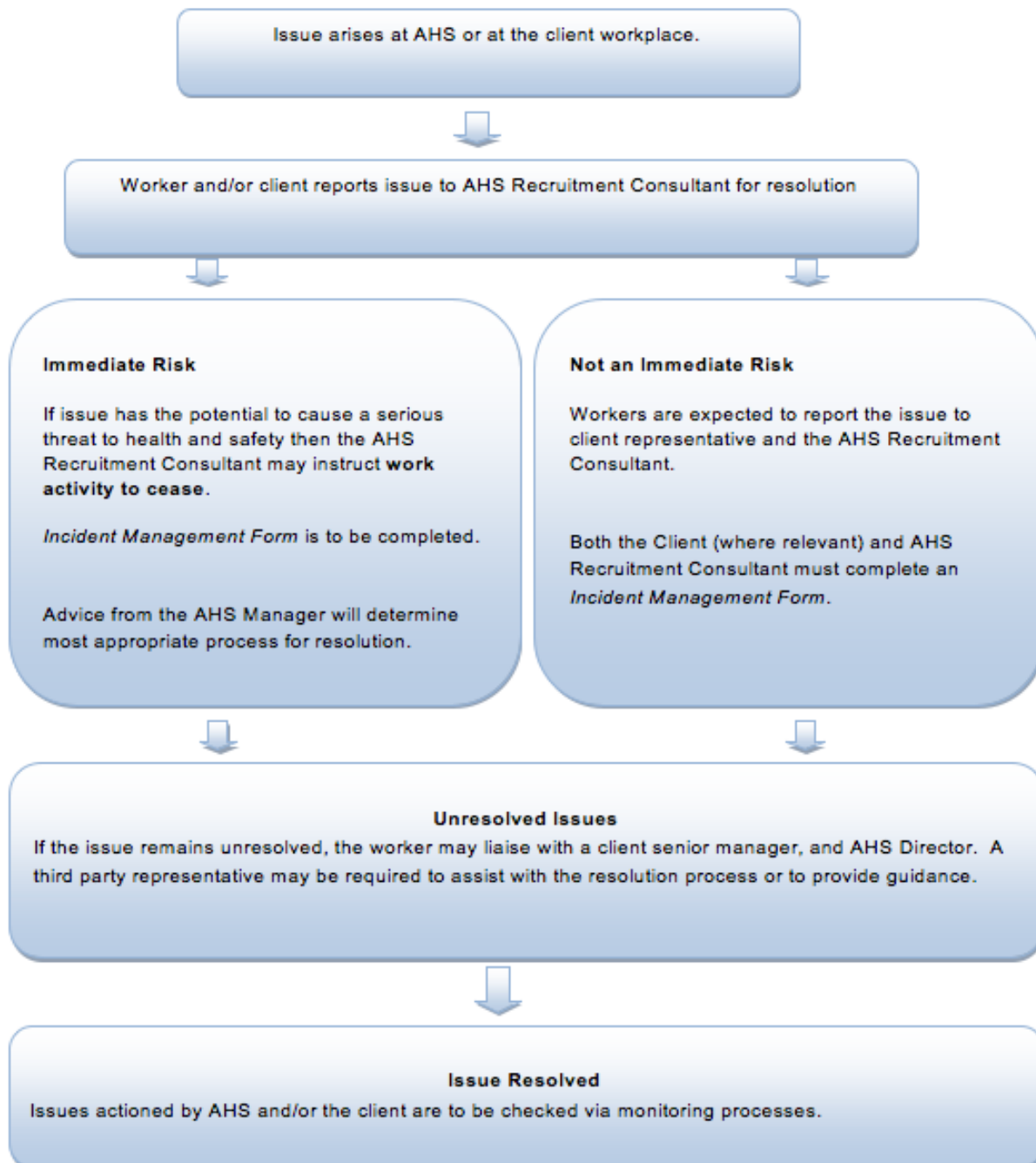
We will consult with workers when undertaking the following activities:

- regular client site visits and inspections
- one-to-one discussions will be held where required on particular issues
- affected workers will be provided with all relevant information, such as an explanation of what the matter involves, what action is being proposed and why, in relevant languages
- workers will be given adequate time to consider the information, provide their views and give feedback to their consultant
- all comments and suggestions received from affected workers will be taken into account, and feedback will be provided to affected workers by the consultant
- affected workers will be informed of final decisions and the reasons for them as soon as possible. This information will also be disseminated to the affected workers through the most appropriate means of communication for that matter. This could be posted on and sent via email or SMS where appropriate
- minutes will be taken to record matters that workers are consulted on, who was in attendance, agreed timeframes and actions, etc
- this procedure will be communicated to workers in the induction program.



## 2. Issue Resolution

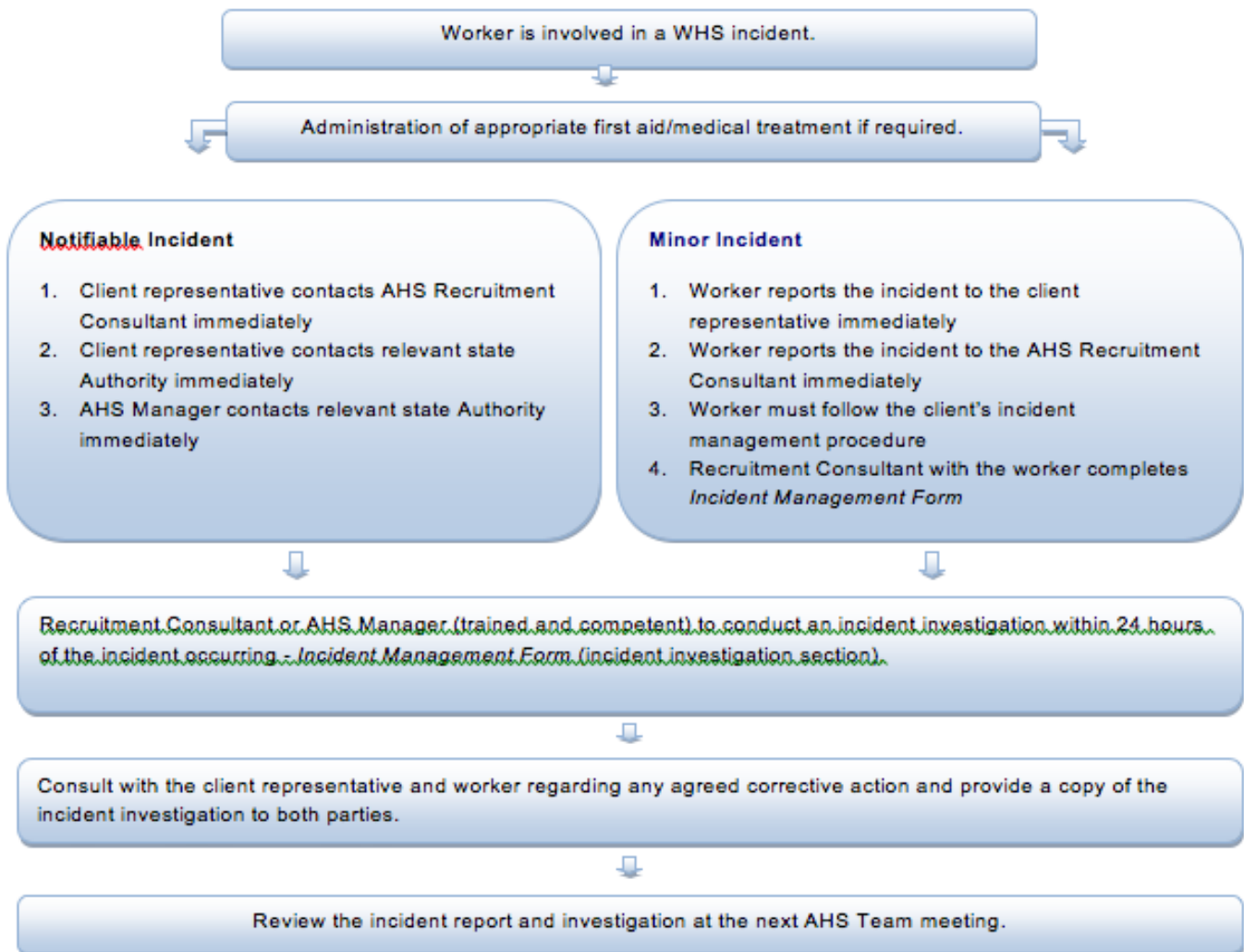
### 2. Issue Resolution



# Incident Management Procedure

## 1. Incident Reporting & Investigation

### 1. Incident Reporting & Investigation



## **2. Incident Notification**

The following incidents and injuries must be reported to WorkCover:  
Incidents involving a fatality, serious injury, serious illness or dangerous incident

Alseasons Hospitality Staff Manager will contact WorkCover immediately on 13 10 50 as an urgent investigation may be needed, and where there is an injury to an employee, Alseasons Hospitality Staff will notify the insurer within 48 hours.

Incident Notification Guidance for Alseasons Hospitality Staff

Please refer to the legislation links and the Guide to work health and safety incident notification for more information about what is notifiable.

Note: The work health and safety legislation requires preservation of the incident site until an inspector attends (or the inspector or regulator directs otherwise).

## **Client Assessment Procedure**

### **1. Client WHS Assessment**

Alseasons Hospitality Staff has a commitment to carry out our duty of care to our workers and therefore we will undertake a client WHS assessment prior to the initial placement of a worker. The client WHS assessment is undertaken to gather information about the client's WHS system and worksites. Gathering this information will assist us to identify the risk of injury or disease to any worker. In carrying out our duties we will ensure that only trained and competent persons will undertake a client WHS assessment. We have a legal obligation to place workers into safe workplaces. To ensure that safety of the worksite can be determined we have developed the following forms:

- Client Assessment Checklist (white collar);
- Client Assessment Checklist (blue collar);
- Assignment Safety Information Form
- Job Safety Analysis Form

Following the signing of the client agreement which incorporates the WHS obligations of Alseasons Hospitality Staff and the client; the Alseasons Hospitality Staff Staffing Co-ordinator will arrange with the client to undertake a client WHS assessment.

A client WHS assessment will be undertaken prior to the initial placement at a client's site.

There are two main parts to this process. The first part involves a document review of WHS related policies, procedures and associated documentation. The second part involves a walkthrough of the worksite.

The following steps are required by the Alseasons Hospitality Staff Recruitment Consultant:

- 1.1 Schedule a time with the client representative (e.g. WHS manager/coordinator, site manager) and explain the purpose of visit to allow the client time to prepare the relevant material. Where possible conduct the WHS assessment with both the WHS coordinator and the person who will be supervising the worker.
- 1.2 Use Part A 'Systems' of the WHS assessment checklist to gather information on the client WHS policies and procedures; (it is recommended you alert the client to the nature of information required so that they can prepare in advance)
- 1.3 Undertake a site check, using Part B 'Walkthrough' of the WHS assessment checklist to verify systems are implemented at the worksite.
- 1.4 Ensure all areas of the premises in which the worker will have access to, even on an intermittent or

irregular basis are reviewed during the site walkthrough.

- 1.5 If any actions are identified, they must be documented on the agreed action record of the WHS assessment checklist.
- 1.6 Sign and ensure the client representative signs the agreed actions record.
- 1.7 Record the completion of the client WHS assessment and the next review date determined by the Recruitment Consultant in the database.

## **2. Not Supplying the Worker to the Client**

In the event that the findings of the client WHS assessment indicates that the work environment is unsafe, WHS documentation cannot be found or issues have been identified and cannot be resolved, the following steps are required by the Recruitment Consultant:

2.1 Consult with the Alseasons Hospitality Staff Manager who will either:

- Make the decision not to supply to the client; or
- Supply after working with the client to find a suitable and safe resolution, remembering that it is not Alseasons Hospitality Staff' role to implement an effective system. If this task requires extensive preparation, we will not supply.

2.2 If the Alseasons Hospitality Staff Manager makes the decision not to supply to the client, record the information on the client WHS assessment checklist and on the client organisation record in the database.

## **3. Assignment Safety Information**

The following steps are required by the Alseasons Hospitality Staff Recruitment Consultant when receiving a job order from the client:

- 3.1 Find out about the tasks that the worker will be undertaking. Obtain a job title that reflects the activities that will be performed by the worker and a summary of tasks that will be undertaken. Enter the required job safety information (refer Assignment Safety Information Form) into the job order on the database.
- 3.2 Obtain from the client a position description and safe work method statement (if applicable).
- 3.3 Record the assignment safety information and upload the position description on the database.
- 3.4 Forward the worker the position description and assignment safety information.
- 3.5 Contact the worker prior to commencing work to allow them to ask questions or raise any matters or concerns regarding the assignment safety information. This process forms part of our consultation requirements. Record consultation with the worker in the database.

## **4. Safe Work Method Statement**

Following the assignment safety information the following steps are required by the Recruitment Consultant:

- 4.1 Obtain from the client a safe work method statement for each 'high risk' job to be performed by the worker. In the case where the client does not have a job safety analysis or safe work method statement and is not prepared to develop the JSA(s), refer the matter to the Alseasons Hospitality Staff Manager who will:
  - Not to supply to the Client; or
  - Supply after the Alseasons Hospitality Staff Manager has instructed the Recruitment Consultant to complete the SWMS using the SWMS Form.
- 4.2 If the Alseasons Hospitality Staff Manager makes a decision that the Recruitment Consultant will complete the SWMS, the SWMS must be completed in consultation with the client representative and those conducting the work. Additionally the SWMS must be completed at the client site where

the job will be performed. If this task requires extensive preparation, we will not supply.

- 4.3 The Recruitment Consultant must provide a copy of the SWMS to the client representative and the worker. Allow the worker to ask questions or raise any matters or concerns. This process forms part of our consultation requirements. Upload a copy of the SWMS on the database alongside the position description.
- 4.4 The SWMS must be reviewed anytime the job changes or where there has been an incident associated with that particular job.
- 4.5 In carrying out our duties we will ensure that only trained and competent Recruitment Consultants will determine risks.

## **5. Site & Task Monitoring**

- 5.1 To ensure that the risk control measures are effectively implemented and maintained by the client and to identify any new or potential risks to the health and safety of the worker; the Recruitment Consultant will determine a schedule for visits. The frequency of visits will be determined based on the risk of the client site.
- 5.2 The Recruitment Consultant whilst conducting the visit will ensure that:
  - the tasks undertaken by the worker are consistent to the agreed position description and SWMS;
  - the worker is provided with an opportunity to raise any health and safety concerns.
- 5.3 Following the visit the Recruitment Consultant will record the details of the visit in the database and follow up with the client on any action items identified at the time of the visit.

## **Client WHS Assessment Review**

- 5.4 The frequency of client WHS assessment reviews will be determined by the Recruitment Consultant at the completion of the previous assessment. The following considerations will assist in determining the frequency of reviews:
  - Degree of risk in on-hiring the worker. The greater the risk the more frequent the client WHS assessment are required.
- 5.5 Any changes to the job requirements of the worker will require a review of the SWMS.
- 5.6 The schedule of visits for each client determined by the Recruitment Consultant will be recorded on the client record in the database.
- 5.7 In preparation for undertaking the client WHS assessment review the Recruitment Consultant must obtain previous agreed action records.
- 5.8 Any site or task monitoring must be recorded on the client record in the database.  
Injury Management Procedure

Alseasons Hospitality Staff are committed to assisting workers should they have the misfortune to suffer an injury or illness whilst at work. Alseasons Hospitality Staff will:

- investigate all incidents
- ensure the worker is properly compensated
- actively assist in an workers rehabilitation for an early return to work

## **1. Your Rights**

If you have been injured at work, you are entitled to:

- choose your own doctor
- have any personal information concerning you kept confidential by the parties involved
- have a representative present at any meeting to discuss your claim or rehabilitation
- be provided with a copy of any medical report relating to your claim
- seek a second opinion if at any time you become dissatisfied with the medical treatment you are receiving

## **2. Your Responsibilities**

If you are injured whilst on assignment, you must:

- notify both the workplace Supervisor and Alseasons Casuals immediately, even if medical assistance is not required
- complete an incident notification form at the workplace and forward this to ALSEASONS as soon as possible (e.g. within 24 hours)
- provide a worker compensation prescribed medical certificate when time is lost from work. These must be forwarded promptly otherwise your benefits may be suspended or discontinued
- produce original invoices or receipts for all medical and like expense in order to claim for reimbursement
- actively participate in the planning and implementation of a rehabilitation program

## **3. Alseasons Casual's Responsibilities**

In the event of an injury we will:

- continue to pay your weekly income payments
- provide a safe working environment where practicable
- administer the claim within the required statutory requirements. Should the claim be accepted payments shall commence within 7 days of acceptance and within the applicable payroll processing period
- claims being disputed may take up to 38 or 60 days depending on the nature of the dispute

Should time off be required as a result of a work related injury or illness, Alseasons will assist in the rehabilitation of the injured or ill worker. Alseasons commitment to its worker's return to work means:

- commencing rehabilitation as soon as possible after an illness or injury
- undertaking a return to work plan as soon as possible after an injury
- providing suitable duties where possible which do not jeopardise the well being of the worker

## **4. Your Review Rights**

If you are dissatisfied with a decision about your claim for compensation you have the right to use the dispute resolution process. You have the right to:

- have the decision reconsidered by Alseasons claims agent
- attempt to resolve the dispute by having the matter referred to a conciliation officer
- have the case referred to an arbitration officer
- if all else fails you have the right to have the matter heard by a judge of the Workers Compensation Tribunal. If you wish to have this matter heard by the tribunal an application to the tribunal must be lodged within one month.

## **5. Rehabilitation**

Alseasons Casuals are committed to preventing illness and injuries at the workplace. It is recognised that injury or illness may still occur and therefore all incidents will be reviewed and steps taken to prevent recurrence.

The company believes that occupational rehabilitation is of benefit to everyone and should, commence as soon as possible following injury or illness. Furthermore, no person being rehabilitated will suffer prejudice in any way.

Early reporting of any injury or illness is encouraged.

Every effort will be made to assist people in an early safe return to meaningful and productive work in consultation with the worker and the treating doctor.

Suitable duties will be provided. Where this is not possible, early referral to a rehabilitation unit will be facilitated.

A graduated return to work program consistent with medical advice will be followed. Each person will be given a written return to work program. The rehabilitation coordinator will assist in this process by providing the necessary link between treating practitioners, rehabilitation service providers and the workplace.

The company will also provide training for any alternative duties. Through the appropriate organisation

An injured worker has the right to choose his or her own treating doctor and to choose an alternative rehabilitation provider.

All Alseasons Hospitality Staff workers have an important role to ensure the best possible outcome for employees who sustain injuries. Successful occupational rehabilitation requires everyone's involvement and commitment.

#### Return to Work Procedures

Return to work plan details the assistance provided to all workers to support their return then to work after an injury. The contents of the program must be tailored to suit each injured worker and cater for any special needs or requirements. The law requires that a return to work plan be completed when an injured worker has no current work capacity for 20 calendar days or more.

### **1. Alseasons Hospitality Staff**

Contact the injured worker to discuss the injury and ascertain;

- The nature of the injury
- Who is the treating medical practitioner
- Are there any other service providers e.g. physiotherapists etc
- What treatment is being received How are they coping
- Could they continue with the job if/or modifications were made

### **2. Treating Practitioner**

Contact the treating practitioner(s) to discuss whether the injured worker has a capacity to work. They can provide advice that will assist in developing the return to work plan. The treating practitioner must endorse any suitable duties prior to the workers return to work. The treating doctor must be provided with all details about the proposed job.

### **3. Host Employer**

Contact the Host Employers Workplace and review whether or not they can accommodate the injured worker. Establish with the Client if the job may be modified to suit the injury. If not, find out whether there are any other jobs that may be suitable.

### **4. Claims Agent**

Contact the Claims Agent and advise as to the current status of the claim. The law requires that the claims agents are advised of the progress of the workers return to work at regular intervals (they must not exceed 3 months).

### **5. Occupational Rehabilitation Service Provider**

The service of an occupational rehabilitation provider may be required. This will be ascertained during discussion with the worker, treating medical practitioner and claims agent.

In consultation with the injured worker including all other parties you must ascertain if the employee can perform other suitable duties.

Once all the relevant parties have been contacted, preferably by phone, and it has been ascertained what duties the employee can perform a decision in consultation with the worker can be made regarding the return to work plan.

### **6. Return to Work Plan**

A return to work plan must be completed. Its goal is to modify pre-injury duties or offer alternative work. If medical advice indicates it may be too early, document this on the return to work plan. The return to work goal is a shared goal, aiming to return injured workers to their full time normal duties as soon as practicable. There are two parts to documenting a return to work plan – the overall return to work plan and where there is a capacity to work and suitable duties, the offer of suitable employment.

Initially the overall return to work plan should be considered a first draft and given to the worker and treating medical practitioner to review. Once all parties are in agreement, and the appropriate medical certificate has been provided by the practitioner indication the employee's capacity and ability to work, formulate an offer of suitable employment.

Copies of the plan must be provided to all involved; the worker, treating practitioner(s), authorized agent, and occupational rehabilitation provider.

When the employee has returned to work ensure the ongoing monitoring and review of the plan ensuring that it is being followed and any of the workers concerns are discussed.

## **7. Suitable Employment**

Suitable employment refers to work that suits the nature of the worker's injury and their current work capacity. Effectively it refers to those duties that the injured worker can perform without the risk of further injury. Its aim is to support the injured worker so they are able to remain at work while they recover from their injury and return to their normal work when possible.

When determining what suitable duties are available or may be performed the following must be considered.

- All duties should be agreed to by the workers treating doctor
- Duties should be productive and reflect the workers capabilities
- Additional training and supervision may be required
- Take into consideration the entirety of the job, its location accessibility, and the needs of the workplace.
- Review the workplace and the work performed. Assess the risks.

The offer of suitable employment must be documented as part of the return to work plan, and provided to the workers' treating doctor and claim agent.

In the event that an offer of suitable employment may not be made the claims agent must be advised.

## **Section 3 –**

### **Work Ethic**

#### **Code of Ethics and Personal Conduct**

All Employees are expected to conduct themselves in a manner that reflects and promotes the standards established in our Mission statement.

You are expected to work within the letter and spirit of the legal requirements of the NSW State Legislation. Alseasons Hospitality Staff has a Code of Ethics and Conduct Policy, a copy which will be provided to all employees.

### **Duty of Care**

Alseasons Hospitality Staff is committed to fulfilling its duty of care by ensuring the Workplace Health and Safety of its entire employee and clients and clients employee and clients clients

As a employee member you also have a duty of care to Alseasons Hospitality Staff clients, employees, visitors and each other, working within the boundaries of your positions description and adhering to all Alseasons Hospitality Staff Policies and Procedures. This means you must act in the best interest of others, doing what a reasonable person with similar experience and qualifications would do in similar circumstances.

### **Client Focus**

The continued success of Alseasons Hospitality Staff is directly dependent upon quality of support for our clients. For this reason, it is essential that you understand the necessity of maintaining good relationships with our clients.

As an employee member with Alseasons Hospitality Staff, you are required to be responsible for any issues raised by clients/employees or their clients and ensure that these issues are dealt with appropriately.

Alseasons Hospitality Staff considers client service and satisfaction to be a responsibility of all employee.

The existence of good client/employee relations encourages friendships and prevents misunderstandings.



## **Quality**

Alseasons Hospitality Staff is committed to providing and delivering quality services to our clients and employees. Our service encourages continual improvement in all that we do, to enable a better quality of service for clients and employees

## **Confidentiality**

All information pertaining to clients, employees and employee is confidential. Discussion of matters relating to clients is to be confined to the appropriate areas of concern as required by law. Written and informed consent must be obtained from client/employees and employee before any information is released to third parties including family. Consent must also be obtained from Employee, Employees and Clients before any photographs are taken for any reason.

## **Equal Employment Opportunity – (EEO)**

Alseasons Hospitality Staff is committed to a workplace that provides EEO where all employees will have equal and open access to employment opportunities without discrimination.

Alseasons Hospitality Staff promotes a workplace free from discrimination on the grounds of race, sex, marital status, disability, pregnancy, religious, political conviction or sexual preference. Alseasons Hospitality Staff makes it the responsibility of managers and supervisors to ensure that workplaces are free from discrimination and that you are treated equally. Additionally, you have a responsibility to ensure that your own behaviour and attitudes are free from discrimination.

## **Affirmative Action**

Alseasons Hospitality Staff is committed to the elimination of discrimination against people with disabilities, religious, cultural, racial, marital or sexual preference. Our policy promotes and employs people based on merit and fitness to adequately perform their duties stated within the job description

## **Employee Appraisals**

To assist you in your role and to ensure that you perform adequately, your performance will be formally reviewed when you are contacted by a consultant or you may request a review.

## **Personnel Records**

Alseasons Hospitality Staff maintains a personnel file for employee and employees.

The contents of your personnel files are strictly confidential and access will be limited to authorised individuals.

Employees are entitled to view information held by Alseasons Hospitality Staff in relation to your employment. Employees are not entitled to remove any documents from the Personal Files. The personnel file always remains the property of Alseasons Hospitality Staff.

You are to notify your Supervisor or Manager whenever there is a change in address, name, telephone number, next of kin, and tax status or any other information affecting your employment.

## **Training and Development**

Alseasons Hospitality Staff has an extensive orientation program. As well, internal courses are offered throughout the year to cover aspects of your work and to support your own professional development.

## **Termination**

If you wish to cease your representation by Alseasons Hospitality Staff, employees must give notice to Alseasons Hospitality Staff consultant within reasonable time to replace you should you have accepted work. An appropriate time of notice is to be given in accordance with the Workplace Agreement.

## **Disclaimer**

This handbook has been prepared as a guide to the policies, procedures, benefits and general information that should assist you during your employment service with Alseasons Hospitality Staff. However, Alseasons Hospitality Staff reserves the right to make changes in the content or the application of its policies as it deems appropriate and these changes may be implemented even if they have not been communicated, reprinted or substituted in this handbook.

## Summary Key Points

The Alseasons Hospitality Staff referred to as AHS

**The summary is the checklist that should be read and viewed constantly and adhered to at all times.**

**Use this summary to assist with the online induction**

AHS has a Work health & Safety Statement  
AHS has a Work health & Safety Policy  
AHS has a Work Health & Safety Program

### Arriving to the site

You must arrive 15 minutes to each job prior to the start time  
You must participate in an induction on the clients site  
Every employee has a duty of care to comply with Alseasons and the client sites safety systems and rules  
Alcohol and drugs must not be consumed before or during the shift  
If you are suspected on being impaired by drugs or alcohol an employer can stop you from continuing work and stand you down without pay for the rest of the shift

### Equipment and Hazards

Everyone has a duty of care to comply with safety rules and report incidents and hazards immediately  
Before operating or using any equipment you must be trained  
You must not use any equipment that is faulty or defective and tag as unsafe - Don't operate or use  
You must report faulty and defective equipment to the clients supervisor  
When cleaning electrical equipment switch off and turn power off  
A Safe Data Sheets (SDS) Provides instructions on use for hazardous substances and chemicals  
All portable electrical equipment must only be used, when a current test tag is attached to the cord  
Any close calls or near misses relating to safety must be immediately reported to a supervisor

### Uniform and PPE

You must wear the appropriate PPE (personal protective equipment)  
You must wear the appropriate footwear  
If you are issued with PPE you are responsible to wear and use the equipment whenever required?

### Manual Lifting and Tasks

Loads up to 55 kilograms can be manually lifted pending a risk assessment  
A Safe Work Procedures (SWP) is not always required if your supervisor addresses the safety issues verbally  
Ladders are not to be used in any circumstance  
Always push trolleys never pull  
Before undertaking any manual task assess any risks that may be involved or consult your supervisor

### Chemicals

When using chemicals refer to the Safety Data Sheets (SDS) to identify use hazard and storage

### Hazard Identification

Alseasons Hospitality Staff, their client supervisors and all workers, are all responsible for identifying hazards.  
All hazards and risks must be reported immediately to your supervisor before commencing work

**Work area**

You are responsible for your work area, it must be clean and tidy and mop up spills immediately  
Spills that can't be cleaned up immediately, place a sign "wet area " or a barrier over the spill  
If you feel in anyway unwell, do not start work and advise your supervisor and Alseasons

**Fire Safety**

You must undergo training on when to evacuate a building, where the emergency assembly points are. You can only return to the site when you have been given the all clear from your fire warden.

**Bullying, Harassment, Discrimination and Violence**

Are not tolerated by AHS and must be reported to AHS immediately .

**JSA**

Is A job safety analysis worksheet to analyse and identify risks and hazards associated with the task

**SWMs**

Safe work methods should apply to all hazardous task, applying general safety rules

**SDS**

Safety Data Sheet that provides information on the properties of hazards and chemicals